

Service Management

Retarus offers customers the option to receive more comprehensive service management as part of their offerings. This enhanced service aims to improve efficiency, quality, and overall profitability for the customer. It includes features such as individual reports sent via email, regular Service Review Meetings, and a dedicated contact person to address questions related to service tickets and feature requests.

The Service Manager ensures customized support quality and manages internal and external interfaces. Each Service Manager is responsible for a limited number of customers and supports them throughout the contract period to optimize the use of Retarus services for their business processes.

Overview



Please note:
Contract period = service period

Service Management in Detail

- **Dedicated Contact Person**

A dedicated Retarus Service Manager will be available to answer any questions that may arise from service tickets, processes and service expansion.

- **Monthly Service online meetings and Reporting**

Remote Service Review meetings dealing with the following topics: service tickets, KPIs and service utilization, including coordination of activities as well as documentation. A Monthly Service Management Report to detail each month's total tickets and usage.

- **Monitoring of Services**

Continuous monitoring of the customer's services. Review and discuss requests or incidents to reduce the impact and reoccurrence within the customer's environment.

- **Monitoring of Tickets**

Monitoring and tracking of open tickets for the customer. Supervising and ensuring the customer's Service Level Agreement.

- **Escalation Management**

The ability to provide active support, coordination, and communication during escalation periods.